

CITY OF MENASHA
Position Description

Position Title:	Intern of IT Support
Department:	Finance
Status:	Non Exempt
Position Reports To:	Manager of IT Support
Date of Description:	June 2011

SUMMARY

The objective of this position is to assist in the coordination of local and wide area network activities as well as provide technical support for all services and users in all locations.

ESSENTIAL FUNCTIONS to include the following:

- Updates the operating system as required.
- Assists with network users, user environment directories and security.
- Assists with user profile management.
- Assists with technical support for hardware and communications for all networking components (switches, routers, cabling, etc.), workstations, telephone system, cellular phones, pagers, fax machines and copiers.
- Responds to the needs and questions of networks users concerning their access to resources on the network and the operation of various software packages.
- Assists with PC based application software.
- Remains abreast of advances in technology that are consistent with and relevant to the strategic systems vision of the City of Menasha.
- Report for work as scheduled.
- Must pass criminal background check.

ADDITIONAL FUNCTIONS/RESPONSIBILITIES

- Assists with loads and upgrades of software applications as required.
- Assists with anti-virus checking.
- Prepares documentation.
- Assists in training on PC hardware and software as appropriate.
- Prepares correspondence.
- May install network components/cables in confined spaces.

POSITION EDUCATIONAL REQUIREMENTS

Must be in or recently completed an I.T. educational program at a College or University.

This position also requires experience and training which provides the following knowledge, abilities, and skills:

- Knowledge and skills associated with internet access, Microsoft Windows, and Windows applications in a PC environment.
- Is detailed oriented.
- Ability to persuade, convince and train others.
- Ability to effectively communicate orally and in writing with network and PC users, department personnel and technical service representatives.
- Skill in maintaining an effective working relationship with the City Council, elected officials, employees and the general public.
- Ability to work and maintain confidential data.
- Ability to perform job functions and responsibilities with limited supervision.
- Ability to maintain numerous ongoing projects.
- Ability to apply logic, establish facts and interpret information.
- Ability to perform addition, subtraction, multiplication and division; calculate percentages, fractions and decimals; ability to perform mathematical operations involving basic algebra.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid State of Wisconsin driver's license.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit, stand, walk and use both hands to handle, touch, grasp; reach with hands and arms, talk and hear.
- Specific vision abilities include close and distant vision, peripheral vision, depth perception, and ability to focus.
- Ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as computer terminals, telephone, network equipment, diagnostic instruments, hand tools and/or related materials used in performing essential functions.
- Ability to coordinate eyes, hands, feet and limbs in performing movements requiring skill and training, such as assembling,
- Ability to exert moderate but not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing and pulling objects and materials of moderate weight (defined as 12 to 20 pounds).
- Ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.

ENVIRONMENTAL ADAPTABILITY

Work is normally performed in an office environment under generally safe and comfortable conditions.

FUNCTION OF POSITION DESCRIPTION

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Menasha retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Menasha is an equal opportunity employer, in compliance with the American Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Date: _____

Date: _____

Employee's Signature

Supervisor's Signature